

**TO:** Telecommunications Coordinators; Purchasing Managers; Program Managers  
**FROM:** Marie Kirk, Acting Manager, Technology Acquisition Services  
**SUBJECT:** AT&T Billing Dispute  
**DATE:** May 11, 2004

This service announcement concerns the AT&T Master Contract for inbound toll free services (No. T01-MST-007). DIS and AT&T have negotiated a settlement, the terms of which are being sent to all Contract Purchasers for acceptance or rejection. DIS believes that the terms of this settlement are substantially favorable to most Purchasers, but a decision on whether to participate is up to each Purchaser and should be examined in the light of individual circumstances.

Purchasers should have received a copy of the letter containing the terms of the proposed settlement. The letter was sent using address information provided by AT&T that was fragmented and incomplete. We decided to use the information that was available to us and apologize for any inconvenience. In our continued effort to reach all Purchasers, copies of the letter with the terms of the proposed settlement are available on the DIS Techmall at [http://techmall.dis.wa.gov/master\\_contracts/telephony/att\\_settlement.asp](http://techmall.dis.wa.gov/master_contracts/telephony/att_settlement.asp).

Purchasers should review the terms of the proposed settlement, decide whether to participate, sign and return the last page of the letter to DIS no later than Wednesday, May 26, 2004, clearly indicating a decision whether or not to participate. Purchasers that wish to negotiate special terms with AT&T must do so directly with AT&T. Customers that fail to take advantage of this settlement offer will not be able to utilize the assistance of the DIS contract administrator to negotiate billing disputes from the settlement period

If you have any questions regarding this announcement, please contact the DIS Master Contract Administrator:

*If by US Postal Service:    If by Overnight Courier:*

PO Box 42445	2411 Chandler Court SW
Olympia, WA 98504	Olympia, WA 98502

Phone: 360-902-3301

Fax: 360-664-0711

E-mail: [MCAdmin@dis.wa.gov](mailto:MCAdmin@dis.wa.gov)

<http://techmall.dis.wa.gov>